

ABSTRACT

A method and system for diagnosing, solving, and/or controlling, in particular remotely, a given technical
5 problem likely to arise before, during or after a heat
treatment operation on metals, in particular in the
welding or cutting field, and to provide the most
suitable solution thereto, and to do so by minimizing
the time needed to solve this problem and therefore by
10 reducing the loss of productivity likely to occur
because of this technical problem.